

Use these fill-in templates to quickly press for a recovery plan and to keep residents informed during missed trash/recycling pickups. Replace bracketed text with your specifics.

Template A: Cure Notice + Recovery Plan Request (Town to Contractor):

Date: [MM/DD/YYYY]

To: [Contractor rep name], Superior Waste Removal, Inc. (Email: [] Phone: [])

Re: Garbage/Recycling Collection and Disposal Services - performance notice and recovery plan request

Observed issues (examples):

- Missed trash pickup: [zones/streets], [dates]
- Missed recycling pickup: [zones/streets], [dates]
- Complaints unresolved after [] days; limited/no contractor communications

Required within 72 hours: a written Recovery Plan covering (1) trucks and crews deployed, (2) make-up pickup dates/times by zone, (3) daily progress reporting for 14 days, and (4) a resident communications plan (phone number + update cadence).

Immediate expectation: Make-up pickups begin no later than [date/time].

Town contact: [name/title], [email], [phone]. Note: If not cured promptly, the Town may exercise contractual remedies (withholdings and/or arranging service and deducting costs).

Template B: Resident Update (Town to Residents):

Subject: Trash/Recycling Pickup Update - [Town] - [MM/DD/YYYY, time]

What happened:

- [Briefly: missed pickups in zones/streets on scheduled day(s)]

What we are doing:

- Town has requested an immediate recovery plan and make-up schedule from the contractor
- Town updates: [Town website page] and [Town Facebook page] (if used)

What residents should do now:

- Please keep carts at the curb until collected
- Report a missed pickup: [phone] / [email] / [web form link]
- Include: address, stream (trash/recycling), and photo if available

Next update:

- We will post the next update by [time/day]. Thank you for your patience.